



Support News 

October 3, 1994

Volume I, Issue 12

**“Get Off the Highway
and Into the Alley™”**

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Inside Information...

About the Information Alley

The Information Alley™ is a publication of Apple Computer, Inc., Support Information Services. The goal of the Information Alley is to help you get full use of your Apple computers, peripherals, and software.

Where to Find the Information Alley

The Alley is available to anyone through a variety of online services and Internet list server capability. For a complete list of where to find the Alley, call the Apple Fax line at 1-800-505-0171 and request document #20720. You can also get an index to back issues by requesting document #20719. Optionally, you can search the Technical Information Library; use "information alley" as the search string. Select article title Information Alley: Online Services it is Posted To or article title Information Alley: Index of Past Issues.

Submissions and Letters

We welcome articles that help Apple computer users become more knowledgeable about the functionality of their systems, explain or illustrate complex features or functions, or that describe technical tips or techniques. Send submissions to:

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We also welcome letters to the editor and suggestions for future articles. Please send all letters to the preceding address.

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The Information Alley is produced using FrameMaker 4.0 on a Macintosh Quadra 610 (with a Power Macintosh card installed) running System 7.5.

Published bi-weekly by

Apple Computer, Inc.
Support Information Services
1200 East Anderson Lane
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Austin, TX 78752
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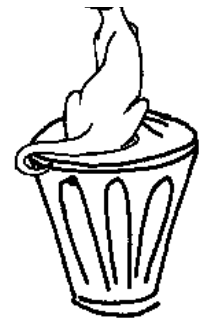
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If you print the Alley,
please share when done!

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Information Alley Now Available as Automatic Direct Mail



By Janet Christian

For those of you who do not subscribe to an online service such as America Online, Compuserve, eWorld, etc., the Information Alley is now available as a direct mail file through our list server on the Internet. Previously, the list server sent a notice that the Information Alley was available for downloading. Subscribers still had to initiate the download. However, we tested direct mailing the last issue and the process worked out quite well. Therefore, as of this issue, all list server subscribers will automatically receive the Information Alley.

To subscribe to the list server, send a direct email to this address:

listproc@spock.austin.apple.com

You do not need to indicate a subject. The body of the message should only include this line:

subscribe infoalley <your name>

The list server adds your email address to the list of subscribers. You will automatically receive all issues as they are published. Remember, this process does not work if you access the Internet through a subscription service, due to the restrictions these services apply to attachments.

To receive back issues, you must still initiate a download. To receive a list of all files available via the list server, send an email that includes this body message to the list server:

index info-alley

(Note the dash in "info-alley".)

To download a file, send an email to the

list server that includes this body message:

get info-alley <file name>

To unsubscribe to the list server, send an email to the list server that includes this body message:

unsubscribe infoalley

For additional list server commands, send an email to the list server that includes this body message:

help

Information Alley Translations

The Information Alley is currently being translated into Japanese, Greek, and French, for distribution in appropriate markets and online services. Watch the Alley for specific locations as these translated copies become available.

We want to thank the individuals who have taken on the task of translating the Information Alley into their native languages. We simple do not have the resources or knowledge on the Information Alley staff to undertake this project.

If you receive the Information Alley in a country where English is not the predominant language, and are willing to translate it into your native language, please let us know. We will announce the availability of the translation and list the locations where it may be found.

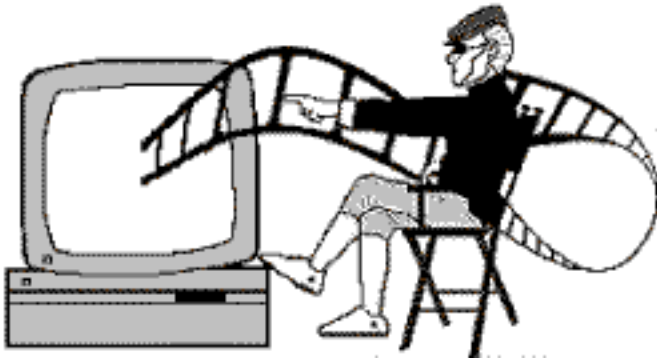
PABUG BBS Phone Change

The Pittsburgh Apple Business User Group BBS has added additional lines and has a new phone number – (412) 461-6623. 🍏

QuickTime Movie Frame Speed Tips

By Edward Rupp

Here are a number of things you can do to improve capture performance and increase the frame rate of your movies. Some of these improve performance, and others only adjust performance marginally.



Defragment your disk drive!

A badly fragmented drive impacts performance.

Turn Off AppleTalk and Non-Essential Extensions

Turning off AppleTalk improves performance. Turning off other non-essential screen extensions can also improve performance.

Set the Screen Depth to 16 Rather than 24 Bits

If your digitizing card supports both 16 and 24 bit screen depths, then digitize at 16 bits; particularly if you are using the Apple Video Compressor.

A 16 bit image is 2/3 the size of a 24 bit image. The smaller sized image can be passed around much faster. The image quality of 16 versus 24 is very similar. The Apple Video Compressor only saves 16 bit information anyway.

Reduce the Frame Size

The size of the frame affects the frame

rate. Reducing the frame size increases the frame rate of the movie. When adjusting the frame size remember to check the frame size before recording. Note down the frame size and check it before you begin a recording session. It's very easy to adjust the frame size for one or two movies, then forget to adjust it for a second digitizing session.

Use the None Compressor

Capturing using the None Compressor generally produces the highest frames rates (though if you have a fast processor, the Apple Video Compressor may be just as efficient.) Capture using the None Compressor and then recompress using the Apple Video Compressor or the Compact Video Compressor. Several Applications, including VideoShop (Avid) and Movie Recorder (Apple) offer automatic post-compression options. These programs capture using the None Compressor, then immediately recompress using the compressor of your choice. We don't recommend using the Compact Video compressor in these situations.

Note: This does NOT apply to recording using the VideoSpigot with the ScreenPlay application. ScreenPlay uses a special compressor which provides much higher frame rates. Also, if you are using the VideoSpigot, then use the application ScreenPlay to capture movies rather than recording in an application like Premiere or Movie Recorder. Much higher frame rates are possible using ScreenPlay.

Use Faster Equipment

- Faster Hard disk.

A faster hard disk usually improves your capture performance.

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- Faster processor. A faster processor improves your capture performance.
- Hardware compression boards (such as RasterOps MoviePak, SuperMacs Digital Film, and Radius VideoVision Studio) produce the highest frame rates possible. All three are capable of 30 frames per second, but they require fast processors (ideally a Quadra), fast hard disks (usually a disk array) and produce very large files which can take a long time to recompress.

Use Special Capture Applications

It is possible to capture high frame rate movies without buying a new computer or hardware acceleration board. The utility Grab Guy (on the Apple QuickTime CD) performs multi-pass captures using a computer controllable Sony VCR (generally only the professional decks with time code support). Grab Guy captures every 6 frames (or so) and does multi-passes to record the whole movie.

VideoToolKit from Abbate Video offers a step-record option. Using just about any controllable VCR, VideoToolKit places the VCR in pause, digitizes the frame, steps the VCR forward a frame, and digitizes the next frame. This requires a VCR with a clean pause, and places extra stress on the tape, but is a cheap alternative for capturing clips. 🍏

Custom Installs with System 7.5

By Scott Winders

MacTCP, CloseView, and Easy Access are not part of the Easy Install process under System 7.5, you need to perform a Custom Install to include these features.

MacTCP

To install MacTCP, click **Custom Install** and expand the view for Networking Software. MacTCP is the last item in the list. Click the MacTCP check box and then click **Install** if there are no other items you want to install at this time.

CloseView

To install CloseView, click **Custom Install** and expand the view for Control Panels. Find CloseView in the alphabetical list. Click the CloseView check box and then click **Install** if there are no other items you want to install at this time.

Easy Access

To install Easy Access, click **Custom Install** and expand the view for Control Panels. Find Easy Access in the alphabetical list. Click the Easy Access check box and then click **Install** if there are no other items you want to install at this time. 🍏

Tips and Tidbits

To have a QuickTime movie play on screen during system startup, take an existing QuickTime movie, rename it "Startup Movie" and put it in your System Folder (root level). Now, when you start up the computer the movie plays automatically when the QuickTime extension loads.

The movie plays in a small window in the middle of your monitor screen. No tools are available (such as pause, rewind, sound). The movie window does not go away until the rest of the extensions finish loading. After that, the screen normally clears itself. 🍏

The Apple IP Gateway

By Fred Widmer

The Apple IP Gateway, a DDP/IP (Datagram Delivery Protocol/Internet Protocol) gateway, is Macintosh software that lets Macintosh computers using AppleTalk (usually Remote Access or LocalTalk) access IP services on an IP internet. Typical services are Telnet, email, WAIS, and Gopher, which can be used to access internal company hosts or data on the Internet. MacTCP is required on both the client Macintosh (Apple Remote Access (ARA) or LocalTalk) and the gateway Macintosh.

The Apple IP Gateway could run on a Remote Access server (MultiPort or personal), an Apple Internet Router, or any other Macintosh on the network. Administration of the gateway is provided through a local application for setup and monitoring, along with an SNMP agent for remote monitoring.

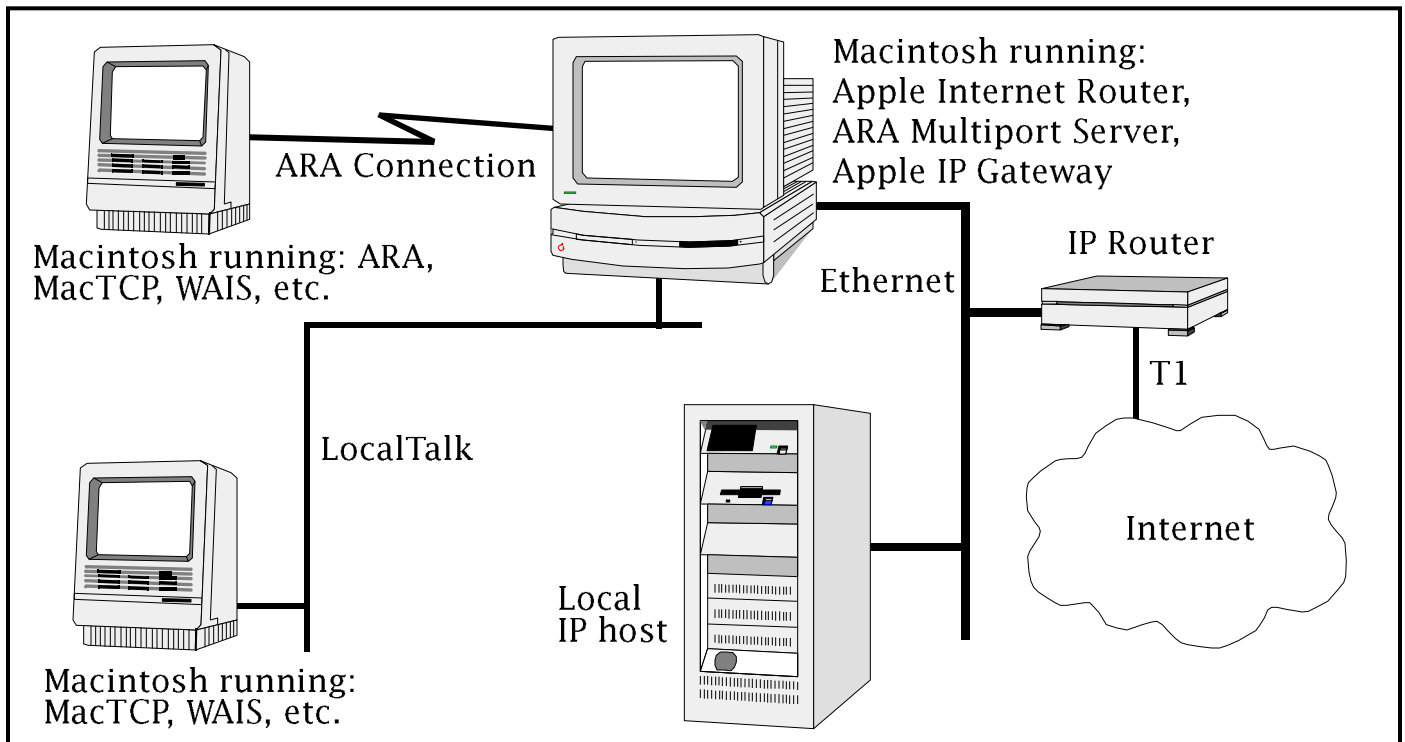
This diagram illustrates one possible configuration:

Overview

A DDP/IP gateway is a node that sits both on an AppleTalk and an IP network and translates packets between them. The basic purpose of the DDP/IP gateway is to let Macintosh clients on an AppleTalk only network have access to TCP/IP hosts on an IP network. In the past, the main purpose for this type of service was the large number of Macintosh computers on LocalTalk. Recently, however, another less obvious use of DDP/IP has emerged. This is the growing number of ARA users. They too, need DDP/IP services because the ARA connection lets only AppleTalk packets be transmitted.

To accomplish this functionality, Macintosh clients using ARA or other forms of AppleTalk send out IP packets that are encapsulated in DDP (by MacTCP) to the DDP/IP gateway. The gateway strips off the DDP header and

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the packet is sent to the IP host on the IP internet. When an IP packet comes in on the IP port of the gateway, a DDP header is added and the packet is sent to the correct Macintosh client. If the packet is larger than allowed by AppleTalk (576 bytes), it is fragmented before being sent.

Most DDP/IP gateways that currently exist support both forwarding and routing of IP packets. The Apple IP Gateway only supports forwarding. That is, the Macintosh computers on the AppleTalk side of the gateway are an extension of the IP network as opposed to a separate subnet. This means the DDP/IP gateway needs only one IP address (on the IP network), instead of two (one on the IP network and one on the AppleTalk network).

In addition to the basic packet translation service, the DDP/IP gateway provides address assignment services as well. One of the major advantages AppleTalk has over IP is that an AppleTalk node does not have to be configured with an address by a network administrator. The address assignment functionality of the gateway attempts to simulate this advantage. The gateway is configured with a range of IP addresses and can give them out to Macintosh computers who request them. Macintosh clients can also manually configure their own address if desired.

The DDP/IP gateway is useful on its own, but becomes even more powerful when combined with ARA servers or the Apple Internet Router (AIR). Combined with ARA, it lets ARA clients access IP networks. Combined with AIR, it lets all of the AppleTalk networks on the router's AppleTalk internet access IP networks.

Product Components

These are the main product components:

- System extension to load the gateway.

- Driver that implements the core gateway functionality.
- Administrative application for local configuration and monitoring.
- SNMP agent for remote monitoring.

The basic configuration required is:

- A Macintosh II or later
- System 7.1 or later
- AppleTalk 58.1.3 or later
- MacTCP 2.0.4 or later,
- 4 MB of RAM

Any AppleTalk connection type is supported (LocalTalk, EtherTalk, or TokenTalk) on the DDP side of the gateway, and Ethernet is supported on the IP side of the gateway. The product runs in emulated mode on Power Macintosh computers. All software required for the gateway to operate is installed except for the System software.

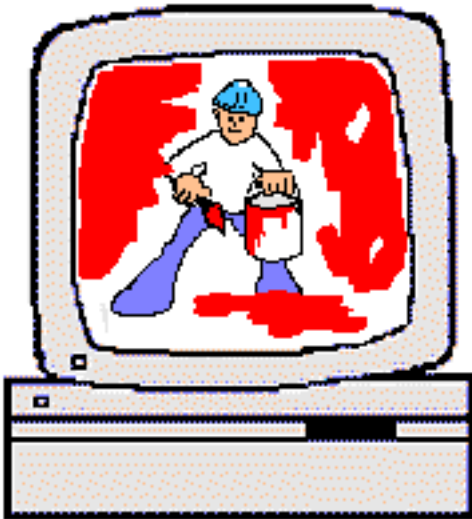
MacTCP is required on the client and is configured to specify that a DDP/IP gateway is to be used and to indicate which zone it is in. A Macintosh client can request an IP address from the DDP/IP gateway at start-up and maintain the use of it until shutdown or restart.

Because the clients may be in zones different from that of the gateway, it is difficult to know exactly when users are finished using their IP address. The correct method is to issue an NBPCConfirm for the IP address in question and to time out the address when these confirms are not replied to for a given time. However, NBPCConfirms are zone wide and the gateway does not know the zone of each client. The Apple IP Gateway implementation uses ICMP Echo (PING) to make sure the clients are still alive, instead of NBPCConfirms, to avoid this problem. 🍏

System 7.5 Desktop Patterns

By Steve Schwartzman

With the new Desktop Patterns control panel in System 7.5, Apple gives you greater control than ever before over the patterns that you can use to decorate your desktop.



When you first access the Desktop Patterns control panel, a 3.25" by 4" window opens up. This initial "scrapbook" contains 64 patterns that you can view by clicking repeatedly on the horizontal scroll bar beneath the patterns themselves. When you find a pattern that you would like to transfer to your desktop, click the **Set Desktop Pattern** button.

You can design your own patterns by using a paint-type program (or the paint module within a program like ClarisWorks). The pattern area measures 128 x 128 pixels, so you can create a design up to that size, select it with a marquee tool, cut the selection from the paint document, and paste it into the Desktop Patterns window without distortion. If you paste a pattern smaller than 128 x 128 pixels, the smaller pattern is duplicated without distortion across the desktop after you click on the

Set Desktop Patterns button. If you paste a pattern larger than 128 pixels in either direction, a reduced version of the pattern appears in the Desktop Patterns window.

Every time you paste something into the Desktop Patterns window, a new pattern is added to the collection. (You cannot paste text into the Desktop Patterns window, although you can paste an image of text from a paint program.) Regardless of which pattern is open at the time you paste, the new pattern appears after all the others. The pattern that was open at the time of pasting is not deleted. To remove a currently visible pattern from the collection, use Cut from the Edit menu or type **⌘-X**.

The Desktop Patterns control panel supports a maximum image size of 64K. The maximum number of patterns that can be stored is 226. The patterns are stored in a file called Desktop Pattern Prefs in the Preferences folder inside of the System Folder. If the current Desktop Pattern Prefs file is removed from the Preferences folder and placed elsewhere, a new Prefs file is created the next time you call up the Desktop Patterns control panel. The new Desktop Patterns Prefs file contains the basic collection of 64 patterns. The old file, with all its saved patterns, can be kept and substituted for the current Prefs file whenever desired.

When patterns are cut from the control panel, they disappear from view but remain hidden and inaccessible in the Desktop Pattern Prefs file, where they take up space. Over time, if you do lots of cutting and pasting of patterns, the Prefs file can become quite large. If this happens, you may want to discard it and start over.

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In addition to the traditional copying and pasting of images, the Desktop Patterns control panel supports Apple's new drag-and-drop feature. If you drag a pattern out of the control panel window and into a Finder window or onto the Desktop, a file called "picture clipping" is created. This file can be dragged into any Macintosh program that supports drag-and-drop, such as the new Scrapbook. Similarly, you can drag picture clipping files into the Desktop Patterns control panel window from drag-and-drop-compatible programs like the Scrapbook.

Here's one last feature of the Desktop Patterns control panel: if you hold down the **Option** key on your keyboard, the **Set Desktop Pattern** button changes to **Set Utilities Pattern**. When you click on this alternate button, the selected design is used as a background pattern in various Apple utilities. These utilities include Calculator, Find File, Jigsaw Puzzle, Keycaps, and Scrapbook.

With all of these features, the new Desktop Patterns control panel can make your Macintosh more attractive than ever before. 🍏

Using High Density Disks in 800K Drives

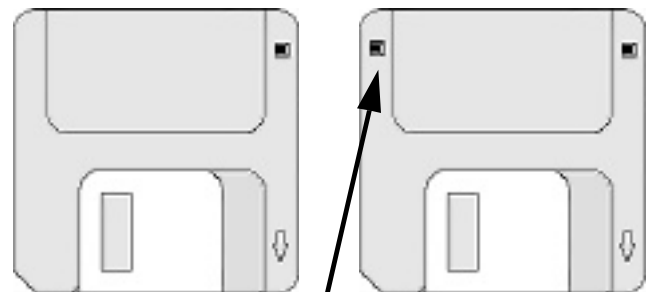
From the Technical Information Library

If you take brand new high-density, "preformatted for Macintosh" floppy disks and copy some files off an earlier model Macintosh (such as a Macintosh Plus) to transfer them to a newer model Macintosh (such as a Performa). When you insert the disk in the newer model's drive, you get the message "This disk is unreadable. Do you want to initialize it?"

This happens because you are using high-density disks to perform your file transfer, but the earlier Macintosh and the newer Macintosh do not use the same type of disk drive. The earlier models, along with most original Macintosh II models and some Macintosh SE systems do not have the high-density SuperDrive (or FDHD - floppy drive, high density) necessary to read and format a high-density disk.

So, if you insert a blank high-density disk in a double-density (800K) drive like the one in a Macintosh Plus, it does not know the difference between a double-density and a high-density floppy, and happily formats your expensive 1.4MB disk as an 800K disk.

When you move this disk to a Macintosh with a SuperDrive, the newer drive recognizes the disk as a high-density floppy by its extra hole. Since the disk has been formatted as 800K instead of as 1.4MB, the SuperDrive misreads it and asks you if you want to initialize it.



High-density hole

As a temporary workaround, place a small piece of tape over both sides of the extra hole (the one labelled "High-density hole" in the preceding diagram) on the high-density disk to trick the Macintosh into treating the disk as a double-density disk. This is a temporary solution, and the tape should be removed and the disk reformatted to the proper size as soon as possible. 🍏

System 7.1 Troubleshooting

By Edward Rupp

This article describes how to troubleshoot common problems with System 7.1.



Problem

You encounter Type 1, Type 2, or Type 3 errors when launching or using an application.

Solution

These errors are generally caused by a system extension or Control Panel device that was poorly written or is corrupt. There are two possible scenarios:

You get the error with more than one application.

- If you can consistently generate the error, restart with extensions off (hold down the **Shift** key during system startup). Attempt to duplicate the error. If it no longer occurs, the problem is being caused by one of your system extensions or Control Panel devices. You must remove the extensions and Control Panel devices in an orderly fashion to isolate the one

that is causing the problem.

- If you cannot consistently generate the error, were any new system extensions or Control Panel devices added to the system around the time the error started to occur? If so, remove the new extension and test to see if you still experience the problem.
- If you cannot isolate the problem down to one or two extensions or Control Panel devices, boot the Macintosh from the Disk Tools disk, trash the Finder and System files, and reinstall the system software.
- If you cannot isolate the problem, follow the procedure for a “clean” system install. A clean install builds a completely new System Folder. Before adding any third-party extensions to the new, clean system, test to be sure you cannot reproduce the original error.

You get the error with one application only.

- Determine if this application has ever worked correctly on this Macintosh. If not, call the company that wrote the application for further instructions. There may be some type of software incompatibility or required upgrade.
- If the application has worked properly in the past, restart with extensions off (hold down the **Shift** key during system startup). Attempt to duplicate the error. If it no longer occurs, the problem is being caused by one of your system extensions or Control Panel devices. You must remove the extensions and Control Panel devices in an orderly fashion to isolate the one that is causing the problem.

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- If the error still occurs with extensions turned off, remove the Preferences file for the application (if it has one) and restart the Macintosh. It is possible for Preferences files to become corrupted.

If you cannot isolate the problem, reinstall the application program from the original diskettes. You may also want to contact the company that wrote the application for further instructions.

Problem

Application and/or File icons are displayed as generic icons on the Desktop. When trying to open a file, you get an "Application unknown" error when double-clicking on it.

Solution

This problem can be caused when adding Finder extensions such as PowerTalk or Adobe Type Manager. When the Finder rebuilds the Desktop file, it reads the information from all files on the directory with Read/Write access. A conflict can occur if it encounters a file that is already open. This forces the rebuild to quit without updating all files.

To correct this problem, restart with extensions off. When the message Welcome to Macintosh-Extensions Off displays, release the **Shift** key and hold the **Option** and **⌘** keys. This forces the Desktop to be rebuilt. Once completed, restart the Macintosh.

Note: Under System 7.5, use the Extensions manager to boot with only the Macintosh Easy Open Control Panel installed, and rebuild the Desktop. MEO must also add tables to the Desktop file. It fails if any Finder extensions are open when it tries to build its own tables.

Problem

The Desktop Pattern options in the General Control Panel are missing.

Solution

This problem can occur if programs such as Desktop Patterns or Wallpaper were installed. These programs remove the resources for the General Control Panel's desktop patterns. Follow these steps to correct this:

STEP	ACTION
1	Run the desktop program used, and "remove" the patterns. The method of doing this varies between applications, but typically the option is in the File menu.
2	Boot with the Disk Tools disk and trash the Finder and System files from the System Folder. Then reinstall the System software. (Be sure there are no custom fonts or sounds in the System suitcase before trashing.)

Problem

When you start the Macintosh, it draws a menu bar on the screen with no text, freezes, and the cursor alternates between the watch and arrow. The Macintosh never completes the startup sequence. Booting with Extensions off and zapping the parameter RAM (PRAM) do not help.

Solution

Startup with the **Option** key held down. This forces the Finder to close all open windows. The Finder is having trouble with a window coordinate. It is not able to draw the window on the screen. This causes the system to become stuck in a loop.

Problem

A font cannot be dragged out of the Font Folder

Solution

The font has become corrupt. Drag the Font Folder to the Desktop. Drag the damaged font out to the Trash. Move

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the Font Folder back into the System Folder.

Problem

At startup, the error message "Need later version. System 7.1 is not the latest" displays.

Solution

The appropriate System Enabler has been removed from the System Folder. Boot from the Disk Tools disk. Locate and replace the necessary System Enabler file. You can also reinstall the system software from the original diskettes.

Problem

Macintosh system performance is slow.

Solution

Follow these steps:

STEP	ACTION
1	Turn off Virtual Memory in the Memory Control Panel
2	Turn off Calculate Folder Size in the Views Control Panel
3	Turn off File Sharing
4	For Macintosh computers with a 68040 processor, check that the 040 Cache is on in the Cache Switch Control Panel
5	Zap the parameter RAM (PRAM)

Problem

The hard disk drive cannot be renamed. System 7 File Sharing is turned off.

Solution

This problem can be caused by a Macintosh running System 6.0.X accessing the Macintosh running System 7.1 via System 7 File Sharing. Run Disk First Aid v7.2 or Unlock Folder. These programs can repair the drive.

Problem

You can't turn System 7 File Sharing on.

Solution

Follow these steps:

STEP	ACTION
1	Verify that there is at least 340K of memory available on the hard disk.
2	Check that there are no DOS volumes mounted through PC Exchange. If there are, eject the volume and try again.
3	Zap the parameter RAM (PRAM) by restarting the Macintosh and holding down the ⌘-OPTION-P-R keys. Wait for the second startup chime. This resets the serial ports so you need to reactivate AppleShare on most Macintosh computers.
4	Delete the User & Groups data file in the Preferences folder; restart the Macintosh; enter the Owner password in the Sharing Setup Control Panel; turn File Sharing on. When the machine is restarted, a new Users & Groups data file will be created. Any old user and group information is lost.
5	Delete the File Sharing folder in the Preferences folder; restart the Macintosh; turn File Sharing on.
6	If any media is formatted with a third-party utility, check with the vendor to be sure it is compatible with System 7 File Sharing.
7	Delete the invisible file called AppleShare PDS on the root of any volumes that are shared; restart the Macintosh; turn File Sharing on. The PDS file can be deleted by running ResEdit or a third-party utility that can view invisible files. Use the utility to unlock the file and make it visible on the desktop. It can then be trashed from the Finder.
8	Backup the data and reformat the drive. The problem can be caused by bad blocks on the drive.

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Problem

Custom icons assigned to volumes and folders display as the generic document icon. When attempting to edit the icon through Get Info, the error message "This command cannot be completed because it cannot be found" is displayed.

Solution

Custom icons are saved directly into a file's resource fork. An attribute bit is set to alert the Finder that a custom icon should be displayed. Folders and volumes do not have resource forks so custom icons are saved instead to an invisible file named ICON. This file is located at the root level of the folder or volume.

If the link between the folder or volume and the ICON file is lost, the Finder may display a generic document icon in place of the custom icon. This corrupted icon can't be edited using Get Info. You need a program such as ResEdit to repair the damage.

STEP	ACTION
1	From the Finder, create another custom icon for another folder or volume.
2	Using a file utility such as ResEdit, find the ICON file for this newly created custom icon and make that file visible. Remember that the new ICON file is located at the root level of the folder or volume.
3	From the Finder, copy the now-visible ICON file to the folder or volume that has the damaged ICON file. You may receive the message "Are you sure you want to replace the older file..." Click OK .
4	Using the file utility program, make the ICON file invisible again.
5	The generic icon should now turn into the new custom icon. You should now be able to edit or delete this icon through Get Info.

Problem

The date and time are wrong or missing.

Solution

This is usually caused by a corrupted System file. Follow these steps:

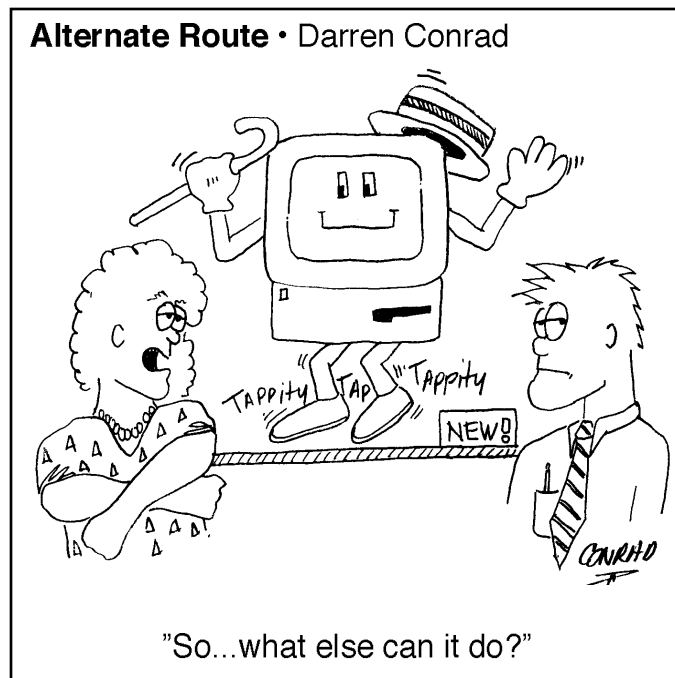
STEP	ACTION
1	Boot using the Disk Tools diskette.
2	Backup and non-Apple sounds and keyboard layouts.
3	Drag the System suitcase file to the Trash and empty the Trash.
4	Restart using the original Install disk and perform a normal system software installation.

Problem

The Macintosh is taking a long time to start up.

Solution

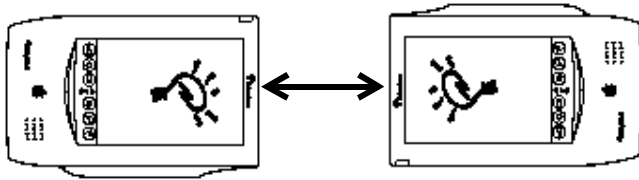
This can be caused by adding a large number of new fonts. Fonts are read at the time the "Welcome to Macintosh" message displays. 🍏



Newton: Sending and Receiving Beams

By Jeff Garaventa

You can send information from one Newton to another by using an infrared beam. You must point the beam window on the front of each Newton directly at the other from a range of less than three feet.



Sending a Beam

Follow these steps:

STEP	ACTION
1	Go to the information you wish to beam. This can be any item with an Action button (or envelope icon) – a note from the Notepad, a card from the Name File, an appointment from the Date Book, etc.
2	Tap the Action button, then tap Beam . A dialog box appears which tells you to make sure the other Newton is ready to receive information. When you have aligned the beam windows of both Newtons, tap Beam .
3	Your beam is now sent. The Out Box opens automatically so you can watch the progress of your beam.

The Newton tries to beam your information for about two minutes. If it cannot send the information, you see a “timed out” message in the Out Box. If your Newton fails to send a beam:

- Move the Newtons closer together and make sure they're pointed directly at each other.

- Make sure the other Newton is ready to receive a beam.

Receiving a Beam

You can either receive beams individually or set your Newton to automatically receive all beams.

To Receive an individual beam

Follow these steps:

STEP	ACTION
1	Tap Extras to open the Extras Drawer, then tap In Box .
2	Tap Receive , then tap Beam . A dialog box appears which asks you to confirm that you want to received beamed information. Tap Receive .
3	Your Newton is now ready to receive a beam. The In Box opens automatically so you can watch the progress of your beam.
4	The new item appears in the In Box. When you tap the item, a dialog box appears which gives you the option to tap Put Away to put the item away, Delete to delete it, or X to leave it in the In Box. These options return you to the In Box. Tap X to leave the In Box.

Automatically receiving new beams

Follow these steps:

STEP	ACTION
1	Tap Extras to open the Extras Drawer, then tap Prefs .
2	Tap Beam to choose your preferences. (See the preferences following this table.)

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Preferences for Automatic Receiving

- Confirm before receiving
This lets you choose whether to receive beams without being asked.
- Store beams immediately
This lets you choose whether to automatically put beamed information in the appropriate areas.
- Receive beams automatically
This lets your Newton look for incoming beams automatically.
If your Newton isn't plugged into AC power, this decreases its battery life.

- Open In Box while receiving
If you checked "Receive beams automatically", this option lets you choose whether or not to open the In Box while you're receiving a beam.
- Close In Box after receiving
This option lets you choose whether or not to automatically close your Newton's In Box after receiving a beam.
To receive beams automatically, be sure to uncheck "Confirm before receiving" and check "Receive beams automatically". Choose the other options as desired.
Your Newton is now able to automatically receive beams. 🍏

New Places to Find the Information Alley

You can now find the Information Alley on these online services and BBSs:

- **zeros and ones** BBS (Chicago, Illinois) – (312) 342-4475
A FirstClass BBS with two phone lines operating at 28.8 bps. Login and register or login as user **Guest** with the password **Guest**.
- **The InfoMania BBS** (Sacramento, California) – (916) 852-8597
A free service for Apple customers and potential customers. You can create a new account when you initially logon. Two lines, 14.4Kbps, 24 hours a day. TeleFinder/User optimal, but regular text based communications packages are fine. TeleFinder/User is available for download at login time. You can also anonymously FTP the Information Alley via this path:
`//ftp.infomania.com/downloads/mac_files/apple_info_alley`
- **PolOnLine** Online Service (Denmark) – (+45) 33 11 05 55
First Class Server, up to 14.4 bps. Apple Computer Denmark maintains the Information Alley in the **Apple DK** conference. Guest access – ID: **Pol**, Password: **OnLine**. (Guest account cannot download files.)
- **The Shadow Network** BBS (Saskatoon, Saskatchewan, Canada) – (306) 373-5420
24hrs/day 365 year. The Shadow Network BBS serves Saskatoon and Central Saskatchewan with a Macintosh BBS with a text and GUI interface designed with ResNova Software's Information Server, NovaLink Professional x 3.1. 2400bps to 28,800bps available on all 3 lines. Free access to all areas of the system. Part of the NovaWorld network. 2 Macintosh CD-Roms on-line (Arizona Macintosh User's Group – BBS in a Box CD-Roms). Sysop: Scott Henderson. 🍏

Duo and DuoDock Common Questions

By Reed Jackson

This article details the common questions and answers on the PowerBook 200 series computers. All information was compiled by the PowerBook Support Group in the Apple Assistance Center. This article is also available from the Apple FaxInfo system (800-505-0171).



General Duo Questions and Issues

What does the switch on the battery do?

The switch is simply a way to help remind you if the battery is charged or not.

Can I remove the battery while the machine is on?

You can remove the battery if the PowerBook AC Adapter is plugged in. Apple recommends reinserting another battery as soon as possible, since dirt or other foreign materials may enter the battery cavity and damage the battery contacts.

Is the battery recharged if the PowerBook is turned on or in sleep mode?

The battery is recharged whenever the PowerBook is plugged into the AC Adapter. The recharge rate is slower when the PowerBook is in use versus

turned off. A fully depleted battery will take two to three hours to recharge if the PowerBook is turned off.

What is the shelf life of a fully charged battery?

A fully charged Duo battery loses approximately half of its charge over the course of a month if it is not used. The warmer the storage conditions, the faster the rate of discharge.

How do I reset the PowerBook? I cannot find a reset button.

Hold down the ⌘, **Option**, and keyboard power switch simultaneously. This restarts the PowerBook.

I have lost the keys to my Duo Dock, where can I get replacement keys?

- If you still have one key or have the key number, contact:

Fort Lock Corporation
3000 N. River Road
River Grove, IL 60171

Telephone: (708) 456-1100

Be sure to include the code number printed on the tag that came with the keys.

- If the keys are both missing and you do not have the key number, Apple must replace the lock and provide new keys. Contact your local reseller, they can order the part and install it for you.

Do I need a screen saver for my machine?

You do not need a screen saver to protect the screen, as Duo displays do not have a problem with screen "burn in". If the image on the display seems to have left a shadow, turn the PowerBook

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off for several hours. This lets the shadow fade. To help conserve battery life and minimize the possibility of temporarily developing shadows, enable the screen dimming feature in the PowerBook Display control panel.

How do I clean the trackball?

Turn the retainer ring 1/4 turn counter-clock-wise (Unscrew). Do not use any liquids in the trackball assembly. Locate the two rollers, one at 6 o'clock and another at 9 o'clock. These should be free from lint and debris. Clean them by scratching horizontally with a fingernail, business card or soft cotton swab. Also clean the three bearings at 11, 4, and 7 o'clock. Clean the Trackball itself with a cotton cloth (Shirt tail or denim pants work well).

Can I move the machine while it is on?

Yes, but be sure the hard drive is not spinning (such as when saving or opening a document.) It is best to put the PowerBook to sleep before moving it, that way you can be certain that the hard drive has been parked and will not be damaged due to motion. If traveling long distances, it is best to turn the PowerBook off just as a precaution.

Can I put my machine through the scanning machine at the airport?

Yes, it does not affect the contents of your hard drive. Just make sure that the person behind you does not put a heavy bag on your PowerBook carrying case!

A few more tips for traveling:

- Always have current backup of your hard disk.
- Do not send diskettes through the x-ray scanner, it can scramble the contents of diskettes.
- Do not walk through the "Bridge" metal detector with any magnetic media.

My PowerBook Duo will not startup. What can I do?

Make sure the battery is seated properly. Refer to the Apple Fax Info article for instructions on how to reseat the battery.

STEP	ACTION
1	Verify that you are using a known good battery.
2	Verify that the AC adapter is a known good adapter and that it is plugged into a live outlet.
3	Verify that the display latch (where the display closes on the keyboard) is not stuck in the down position, thus making the machine think it should stay asleep.
4	Reset the power manager: The Power Manager is a switch on the logic board which controls battery recharging and sleep functions. To reset it: <ul style="list-style-type: none">• Unplug the machine from AC power and remove the battery.• Hold down the power switch on the back (not the one on the keyboard) for 15 seconds.• Let the PowerBook sit for one minute.• Make sure the battery is seated properly.

If the PowerBook Duo doesn't start up, try starting up with the PowerBook Duo AC Adapter plugged in. If the problem continues let the PowerBook recharge for about two hours and try starting up again.

Can I use my PowerBook Duo overseas?

Yes, PowerBook Duos are auto sensing self switching, which means it can sense that it is being used in an environment in which the voltage and frequency is different and switches itself over automatically.

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The AC adapter also works overseas, you do not need a transformer, but you may need a special plug or power cord so that the adapter plug can physically fit into the specific outlet.

Can I upgrade the PowerBook Duo's memory myself?

Yes, at your own risk, and as long as you are working in a static free environment, have removed all power sources (unplugged the machine and removed the battery), and have the correct tools.

Can I install a modem myself?

No, you need to have an Apple authorized dealer install the modem.

My PowerBook will not go into sleep mode on its own.

Make sure that AppleTalk is turned off in the Chooser. (If you have a FAX modem installed, verify that answer on ring is not selected.)

After installing AppleTalk Remote Access, I get a message that AppleTalk Remote Access is not installed correctly.

Make sure that AppleTalk is turned on in the Chooser.

When do I rebuild the desktop and how do I do it?

Rebuild the desktop when:

- Icons appear generic
- You can not double click on a document and open it directly.
- The PowerBook does not mount a floppy diskette on the desktop.
- The PowerBook does not remember its memory allocation for applications, set in the Get Info window in the Finder.

It makes sense to rebuild the desktop periodically, to clear redundant or irrelevant information from the

directory file. To rebuild the desktop:

STEP	ACTION
1	Restart the PowerBook and hold the ⌘ and Option keys simultaneously immediately after you hear the start-up tone. Hold the keys down until the message "Are you sure you want to rebuild the desktop?" appears.
2	Click the OK button and the desktop is rebuilt.

Can I use the Duo in SCSI Disk Mode?

Yes, but you need a Duo MiniDock, a HDI-30 disk adapter cable (Short, 8-inch dark gray cable with 30 pins on the HDI-30 end), a standard SCSI cable, and a SCSI terminator. You can not use SCSI disk mode when using the Duo Dock, floppy drive adapter or PowerBook Duo alone.

How do I zap the PRAM?

To clear the settings stored in the parameter ram, in other words, to go back to factory default settings:

STEP	ACTION
1	Restart the PowerBook. Immediately after the start-up tone, hold down ⌘-Option-P-R <u>simultaneously</u> .
2	Shortly, you hear a second start-up tone and see the machine going through the boot process again.
3	After the second tone release the keys and the PowerBook starts up normally.

Which cable do I need if I want to hook up a SCSI device to my Duo?

If you are using a mini dock or full dock use the HDI-30 System Cable (Long 18-inch light gray cable with 29 pins on the HDI-30 end) to connect a SCSI device.

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The space bar does not register at times especially if I am typing very quickly.

Loosen the screw under the center of the keyboard 1/2 turn. Your service provider can also do this or you can call 1-800-SOS-APPL for technical support.

The Duo and the Duo Dock

My Duo does not dock with a floppy drive adapter or MiniDock.

Verify that the back panel door is open. Verify that the large connector looks clear. There are two small round holes and two small square holes that should be clear as well. Start to insert the dock, lining up the locating pins. Gently rock the dock and Duo until the two connect.

My Duo does not undock from the floppy drive adapter or MiniDock.

Keeping gentle pressure on the release mechanism, gently rock the dock and Duo up and down, and from side to side. They should separate. It is normal for the mechanism to be a little tight when they are new. They loosen up and work in after time.

My Duo not dock in the (desktop) Duo Dock.

Verify that the door on the back panel of the duo is open and that the dock is unlocked. If the unit still won't dock, unplug the power cord from the dock. Push the PowerBook Duo gently into the dock. While maintaining pressure on the Duo, plug in the dock. You should hear the latch mechanism cycle and pull the Duo in.

My Duo does not startup in the Duo Dock.

Verify that the Duo Dock is plugged into a known good outlet by trying the monitor in to the same outlet. Try powering the dock on from the button in the back, the keyboard may be at fault. Try removing the battery in the

PowerBook Duo. If it is low, it may not power up. If memory or a modem have been installed recently, verify that the keyboard does not look lifted on the right side. This may also cause the system not to boot.

The Duo Dock display does not come on.

If the green power light is on, verify that the video cable is plugged in. If the light is not on, try plugging the display into a known good outlet.

When using the Duo in the dock, the machine defaults to the top icon or item in any menu bar or window.

Does the machine have additional memory? If so check the keyboard, does the right side of the keyboard appear to be tilted up? If so the memory card is preventing the keyboard from sitting flush. When the Duo is closed it is putting pressure on the up arrow key.

I cannot print.

Verify that the printer is plugged into the printer port and that the printer icon is selected (highlighted) in the Chooser.

I cannot print to the serial printer from the modem port.

If the machine has an internal modem, be sure to change the setting to "external modem" in the PowerBook control panel.

I can not print to my StyleWriter II printer.

Verify that the "StyleWriter II" icon is selected (highlighted) in the Chooser and not the "StyleWriter" icon. Verify that the StyleWriter II is connected to the printer port. You can also choose to plug the printer cable into the modem port, but make sure you selected the modem port in the Chooser as well. Finally, if you have an internal modem, select "external modem" in the PowerBook control panel. 🍏

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